



NORTH YORKSHIRE
FIRE & RESCUE SERVICE

Online Public Meeting

First Quarter Service Delivery Performance

Reporting Period: 01.04.2024 to 30.06.2024

Summary of Performance



NORTH YORKSHIRE
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Prevention

- 1049 HFSV activities were completed in this reporting period.
- 840 in person HFSV were successfully completed which equates to 55 days of activity time. This is a reduction in visits on the previous year due to temporary staffing shortages while the recruitment of the new prevention roles took place. Also, we now no longer undertake prearranged visits to low and very low risk properties.
- It is important to note that due to the changes and alignment of our risk stratification. We completed 84 'Very High' HFSVs and 551 'High' HFSVs. This is a significant increase from the previous year. As comparison, this is over 100 more High and Very High HFSV's than the whole of the previous financial year
- 116 Low & Very Low received online advice, who would have previously received a visit.
- 73 of the referrals provided by our partners, declined our visits
- 20 of the referrals provided by our partners were unable to be contacted through multiple attempts.

Notable Improvements

- We are seeing a much more targeted approach, identifying those most vulnerable in our communities.
- We now have a fully staffed Prevention team who are undertaking role specific training
- We now have a Quality Assurance and Evaluation process in place, this was an Area for Improvement identified within our most recent HMICFRS report
- HFSVs are monitored by the Community Risk Group. Each outstanding HFSV is discussed and if follow-up action is necessary it is overseen by the group until completion
- Our Post Incident Engagement Policy is now in place. Further work is required to support crews to identify and maximise any prevention opportunities.
- Focus address lists are now in trial across the service. This will allow us to target our work at those most vulnerable, in areas where response times are unavoidably longer.

Prevention

A snapshot of our Prevention, Early Intervention and Safeguarding activity.
01.04.2024 to 30.06.2024



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KEY NUMERICAL OUPUTS

Youth Engagement:

- 3 Cadet Schemes operating.
- 2 weeks of Crucial Crew activity delivered (Harrogate)
- 13 FireSafe intervention referrals received.

Road Safety:

- 16 FireBike deployments
- 5 biker down educational courses
- 12 education and engagement activities

Water Safety:

- 13 water safety jobs

Safeguarding:

- 1 training input provided to on-call to wholetime conversion.
- 1 training input provided to new wholetime recruits.

KEY PRODUCTIVITY OUTCOMES

Training for Operational Crews:

During June 2024 training has been provided to 29 watches (which is half of all watches) across all duty systems. Training has included Post Incident Engagement and CFRMIS.

Recording Activity

A new Microsoft Form has been introduced to improve data capture for Prevention activity completed by the centralised team and crews. This data is now beginning to show targeted engagement and intervention activity in accordance with the Prevention, Early Intervention and Safeguarding Strategy.

Recruitment and Training

An extensive programme of induction and training has commenced with the new Prevention roles including Community Safety Officers, Lead Community Safety Officers, Youth Engagement Manager, and Partnerships Manager.

Safeguarding:

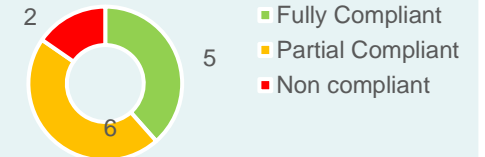
New safeguarding children and adults e-learning modules have been developed for all Fire and Rescue employees. This will be launched during July 2024.

KEY COMPLIANCE OUTCOMES

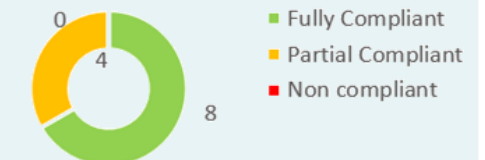
Continued to deliver a HFSV Assurance pilot in response to an Area for Improvement identified by HMICFRS. 4 stations have been involved in this pilot: Scarborough, Selby, Northallerton and Richmond

Continued to collate feedback from the public, ie those who have received a Home Fire Safety Visit. We now follow the NFCC Standard for evaluating our Home Fire Safety Visits and data is now started to be collected and analysed.

Continued to update our Fire Standards:
Safeguarding:



Prevention:



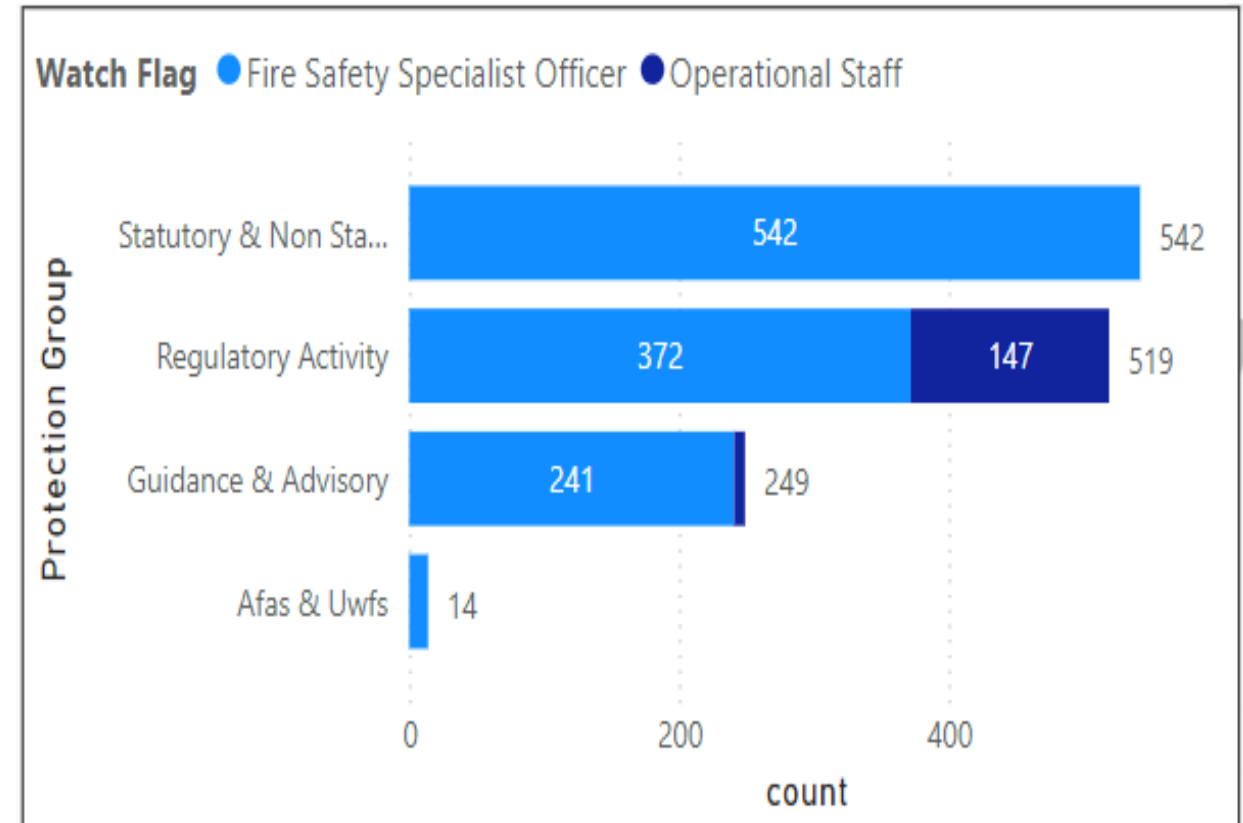
Summary of Performance



Protection Total number of Fire Safety Activity (which includes all Fire Safety Audits (FSA), Automatic Fire Alarm, Data Maintenance, Guidance & Advisory and other Statutory & Non-Statutory) 01.04.2024 to 30.06.2024.

Overall Fire Safety activity has increased by 11% on the same reporting period last year

- 1324 jobs completed which equates to 94 days of activity which includes:
- 519 are recorded as Regulatory Fire Safety Activity, which includes Fire Safety Audit (FSA), complaints and after the fire FSA
- 364 of the 519 recorded Regulatory Fire Safety Activities have been within our Risk Based Intervention Programme (RBIP)
- 14 Automatic Fire Alarm (unwanted fire alarm signals) follow-up jobs
- 249 are recorded as Guidance and Advisory (business engagement and exchange of information)
- 542 Statutory and Non-Statutory jobs incl. Building Regs, Licensing and other consultations have been completed within the timeframe.



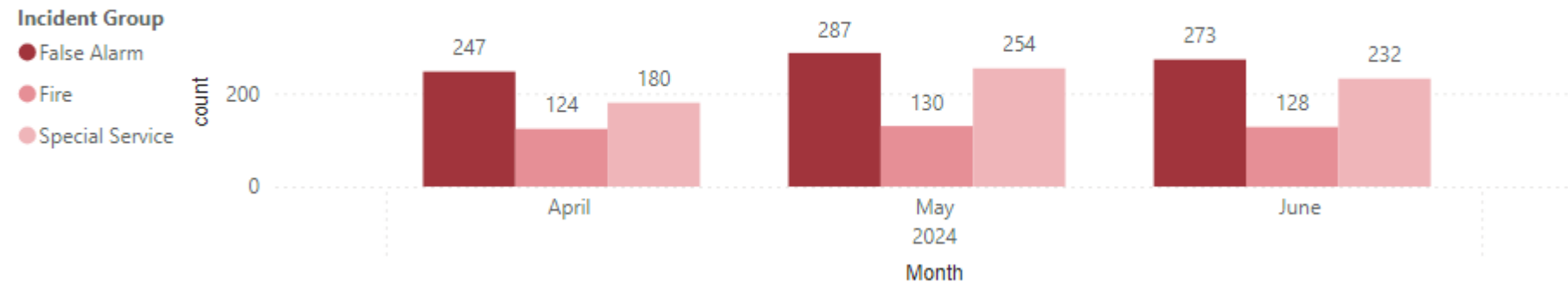


Summary of Performance

Incidents 01.04.2024 to 30.06.2024

The overall count of incidents attended has remained broadly unchanged on the same reporting period as last year

Total Incidents Attended



- 2023/24 incidents attended 1849
- 2024/25 incidents attended 1855
 - 807 false alarm incidents. Increase of 105
 - 382 fire incident. Decrease of 91
 - 666 special service. Decrease of 8

482 of the 807 false alarm incidents attended occurred between 1800hrs-0800hrs.



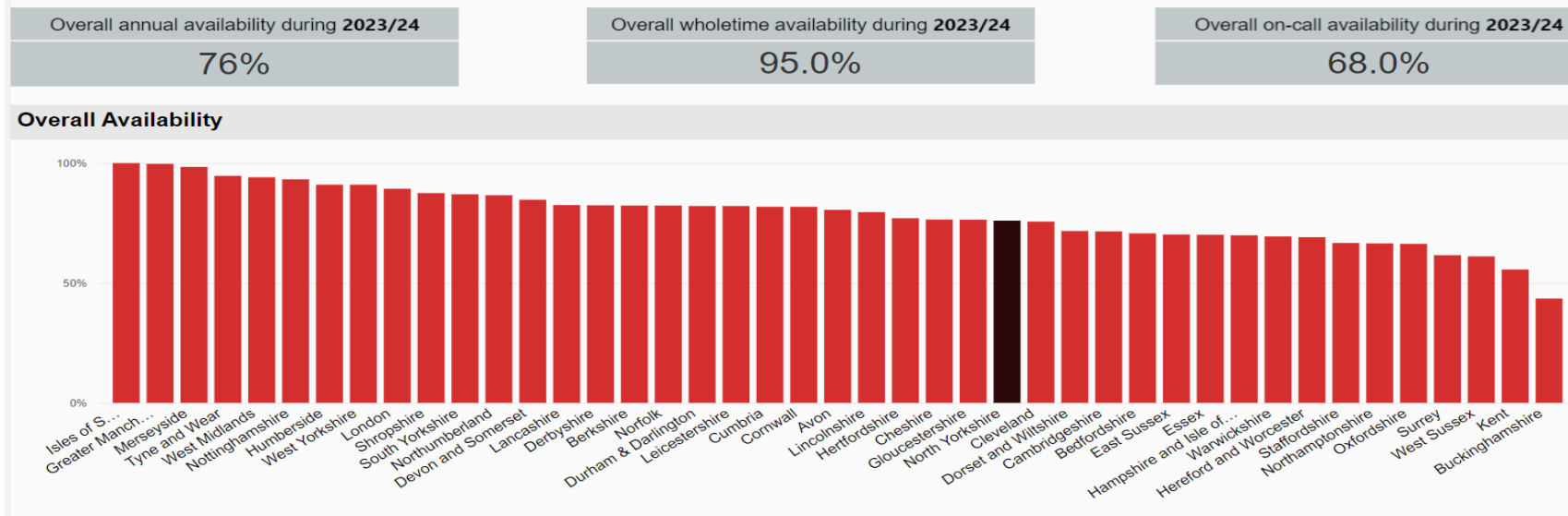
Summary of Performance

Fire Engine Availability 01.04.2024 to 30.06.2024

The overall average fire engine availability within the reporting period has decreased by 6%

- 2023/24 - 76% average for the year
- 2024/25 - 70% average for the first quarter

NB. A significant amount of effort is being put into improving availability across the service. An On-call course has recently finished with 14 new firefighters successfully passing the course. All future courses are fully subscribed.





Summary of Performance

Response Times 01.04.2024 to 30.06.2024

Last Year Home Office Statistics referenced our Overall Response time as 12:37. Improving our response times across all incidents is a priority for the service.

We cover one of the largest geographical areas of the 'predominately rural fire and rescue services' and have a similar number of fire stations as the other predominately rural services who cover much smaller areas. This means incidents in the more rural areas significantly impact our average response times due to the time taken to reach them by their nearest fire station.

We are committed to ensuring that we use our resources efficiently to look to maintain and improve our response times wherever possible.

Quarter One Response Times



Summary of Performance

Risk Information 01.04.2024 to 30.06.2024



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As of 30.06.2024, 94 risks are to be reviewed which crews are prioritising completion based on the risk rating. (Water and Wild-Fire Plans are not included)

- 22 of the 94 – 23% (excluding WFI & WRI) risks that are out of date are Tactical Information Plans or Very High/High risk sites
- The Director for Community Risk and Resilience chaired a task and finish working group to ensure that all risk site visits are completed as a priority. A deadline for remedial action has been set for November

Organisational Learning 01.04.2024 to 30.06.2024

Debriefs (*Data gathered from Outcome Monitoring on 30/08/2024*)

- 186 debrief forms have been requested (an average of 62 per month)
- 7 forms not returned giving an average return rate of 96% - This is above the proposed KPI of 90%. Capabilities email to district GM's is helping the completion rate but all forms should be returned within 14 days.

Annual Exercise Plan

- Approximately 42 exercises arranged on the exercise planner for this reporting period, with a cancellation rate of approximately 10% - this is mostly due to appliance availability and global fire cover in NYFRS.

National Organisational Learning & Joint Organisational Learning

- NYFRS process internal and external learning via the Organisational Effectiveness Board (OEB) – this process involves all key stakeholders, ensuring we are compliant and follow trends both locally and nationally, this learning influences our service/training planning.
- We submit learning nationally which is gathered via internal debrief forms and structured debriefs – the latest example of this was from an operational incident which involved an LPP, which was submitted to National Organisational Learning on 24/04/2024. WM Info and Intelligence receives action and learning notes from NOL and JOL – a recent example was in relation to Persons in Crisis, recommendations were assigned and actioned through the OEB. All actions are tracked by the assurance function to ensure compliance.

Performance Audit and Incident Monitoring.

01.04.2024 to 30.06.2024



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Performance Audits and Incident and Training Exercise Monitoring are reported through our Operational Effectiveness Board

Performance Audits.

- 16 Performance Audits have been conducted in the reporting period.
- Corrective actions identified by audits – 42 actions have been identified during the reporting period, 21 of these are complete. The Assurance Function continues to work with District SMs to highlight outstanding actions that require completion. A dashboard to track actions and completed audits has now been developed to assist in this process.
- Areas of strong performance so far identified include; operational skills, good recording of drill and event activity within Firewatch, knowledge of absence procedures, JESIP working and engagement with local communities.
- Areas for improvement that have been identified include; crewing levels at On-Call stations, Familiarity with NOG, and station-based contaminant control (associated with exhaust extraction systems on station).

Incident and Training Exercise Monitoring.

- 12 Incident Monitoring reports (including four non attended responses) have been received since the start of May when the process launched. This is in line with the minimum expectation of one incident to be monitored per week. Incident Monitoring reports received represent 7% of SM mobilisations over the reporting period.
- No PDPs have been issued and good practise has been observed so far. Health and safety and Incident command are areas of strong performance. A small number of minor issues identified have been resolved on scene by Incident Monitoring Officers.



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Any Questions



Glossary

Prevention and Protection

- Home Fire Safety Visit (HFSV)
- Business Fire Safety (BFS)

Risk Information

- Wild-fire Information (WFI)
- Water Rescue Information

Organisational Learning

- Watch Manager (WM)
- Light Portable Pump (LPP)
- National Organisational Learning (NOL) and Joint Organisational Learning (JOL)